

STATEMENT OF WORK (SOW)

Title: Flow Cytometer Service.

Scope of Service: As needed, to repair and service our ec800 Flow Cytometer with onsite certified technicians. Yearly calibration of our instrument and verification of operational precision.

Background: The Flow Cytometry Center of the National Institute of Environmental Health Sciences (NIEHS), in Research Triangle Park, NC has been using the ec800 flow cytometer manufactured by Sony Biotechnology Inc. for several years. The services we provide to NIEHS are highly dependent on the performance of our instruments. To ensure that we continue to provide quality services to the laboratories of NIEHS, we have determined that it is in our best interest to have our instruments repaired on an as need basis and serviced and calibrated yearly.

Service Period of Performance: 01/01/2022 - 12/31/2022

Service Contract Type: Firm Fixed Price

Service Goal:

As needed for repairs during the Service Period, we require the following:

- A Sony Biotechnology trained field service engineer who is experienced in working on Sony Biotechnology flow cytometers.
- The use of genuine Sony Biotechnology parts.
- Priority technical support upon request for service for repair of our Instrumentation.
- A response time credit if priority technical support is not addressed within 48 hours.
- Direct phone support with a BD trained engineer for technical assistance.
- Coverage of all parts and repairs regardless of the cost.

Once during Service Period for Preventive Maintenance, we require the following:

- Provide a Preventive Maintenance Kit each time.
- Perform all calibrations, alignments, and adjustments, lubrications, and parts replacement as deemed necessary to maintain the instruments operation in accordance with the published specifications for the instrument.
- Provide proprietary software revisions as needed.

Location of Service: All service is to take place at the NIEHS in RTP, NC.